

Voicemail *Guide*

Your voicemail

Your voicemail is set up and your mailbox number is the same as your extension. On first use, sign in and record your name and your Unavailable greeting. Your PIN is sent to you by IT Hands Free; you can change it at any time (see "Change your PIN").

REACH YOUR VOICEMAIL

From your desk phone or the IHF Phone app: dial *97, then your PIN. From any other phone: dial your main number, press *98 (there is no prompt; it is a private feature), then enter your mailbox number and PIN. You can also change your PIN in the UCP, the web portal for your extension.

Three greetings

A greeting plays before the caller can leave a message. It tells them you cannot take the call, and it can say when you are back or how else to reach you.

The greetings

1

Unavailable: plays when you do not answer. Record this one first; it is used most often.

2

Busy: plays when you are on another call. Optional.

4

Temporary: for a vacation or absence. It replaces the other greetings until you erase it, so your regular greetings stay as they are.

If you have not recorded a greeting but have recorded your name, callers hear "[your name] is not available" (or "is on the phone"). If you have recorded neither, they hear a generic message with your extension number.

Record or change a greeting

Sign in, then press:

0, 1

Unavailable greeting. Speak, then press # to end.

0, 2

Busy greeting. Speak, then press # to end.

0, 3

Your name. Speak, then press # to end.

0, 4

Temporary greeting. Speak, then press # to end.

After any recording, press 1 to accept, 2 to review, or 3 to re-record. When you are back, press 0, 4, then 2 to erase the temporary greeting; press 1 there to record a new one.

Change your PIN

Sign in, then press 0, 5, enter the new numeric PIN and press # to save. You can also change it in the UCP.

Voicemail Mailbox Menus

Main menu

- 1** Listen to new messages, or old ones if there are none
- 2** Change folders
- 3** Advanced options
- 0** Mailbox options
- *** Help (repeat the menu)
- #** Exit

While a message plays

- *** Rewind 3 seconds
- #** Fast-forward 3 seconds
- 0** Pause; press any key to resume
- 1, 4-9** Stop and run that option from the list below

After a message plays

- 1** First message in the folder
- 2** Change folders
- 3** Advanced options
- 4** Previous message
- 5** Repeat this message
- 6** Next message (offered when there is one)
- 7** Delete or undelete (undelete only in the same session)
- 8** Forward to another mailbox
- 9** Save in another folder
- 0** Mailbox options
- *** Help
- #** Exit

The menu repeats after a short pause if you press nothing. At the start of each message the system can read an envelope: its position, the date and time, the caller ID and the length. Press 1 during the envelope to skip to the message.

Advanced options

1

Record a reply and send it to the sender's mailbox (internal callers only)

3

Play the message envelope

*

Back to the main menu

Forward a message

Press 8 after a message, enter the mailbox number and press #. Then press 1 to record an introduction that plays first (speak, then #), 2 to forward without one, or * to cancel.

Voicemail to email

GOOD TO KNOW

If voicemail to email is on for your extension, each message is also emailed as a sound file. If your messages are set to be deleted after delivery, the phone mailbox stays empty on purpose: the email is your copy. This also keeps a mailbox from reaching the 100-message limit. Ask us to change either setting.

NEED HELP?

Email helpdesk@ithandsfree.com or call +1 (647) 812-1190: press 3 for the helpdesk, press 1 for emergency and priority response.